	APOLLO HOSPITALS, SECUNDERABAD		AAC- 01a
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Hospital Administrator		Chief Executive Officer	

SCOPE OF SERVICES


APOLLO HOSPITALS, SECUNDERABAD

Apollo Hospitals – India’s Most Trusted Name in Health Care – supremacy in Health care is well acknowledged. The State - of - the - art infrastructure, Medical Professionals of international repute and adoption of latest technology places the hospital on the highest pedestal of quality care. It is registered under the provisions of A.P Allopathic Private Medical Care Establishments Registration and Regulations Act 2002 by Government of AP, DMHO.

The general perception that large hospitals, with high bed occupancy rate are profitable is misleading. Global experience has shown that hospital with more than 250 beds don’t do well. A large percent of revenues comes from specialized services like operations and surgeries. It is because of these reasons that many of the corporate’s planning for small 100 bed specialized hospitals which cater to specific diseases like cardiac, trauma, and neurology. Hence APOLLO – Secunderabad.

Apollo Hospitals, Secunderabad, has the distinction of being the 50th hospital in Apollo Hospitals Group. The centrally located 150 bedded hospital offers the most advanced therapeutic, invasive and non-invasive procedures in all major specialties and emergency care 24x7. We have State-of-the-art diagnostic equipment, most modern operation theaters, and the latest generation Cath-lab and a patient friendly ambience.

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1.0 Purpose:

To define the services provided by Apollo Hospitals, Secunderabad

2.0 Scope:

The scope encompasses all the services provided at Apollo Hospitals, Secunderabad.

3.0 Responsibility:

Unit Head, Administrator & all personnel involved in Patient care services are responsible in implement this policy

4.0 Policy:

The following services are provided by Apollo Hospitals, Secunderabad.



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S.No	Clinical Service	S.No	Diagnostic Services
1	Anesthesia	1	MRI
2	Cardiology	2	CT Scan
3	Cardiothoracic Surgery	3	Ultrasound
4	Critical Care	4	TMT
5	Dialysis	5	ECHO, TEE
6	Dermatology	6	ECG
7	Endocrinology	7	Colour Doppler
8	Emergency Medicine	8	X-Ray
9	E.N.T	9	Endoscopy, Colonoscopy
10	Gastroenterology	10	Dialysis
11	GI Surgery		
12	General Medicine	S.No	Laboratory Services
13	General Surgery	1	Clinical Bio-chemistry
14	Nephrology	2	Clinical Pathology
15	Neurology	3	Clinical Microbiology & Serology
16	Neurosurgery	4	Histopathology
17	Orthopedic Surgery	5	Cytopathology
18	Plastic Surgery		
19	Paediatrics (OPD)	S.No	Allied Services
20	Pulmonology	1	Clinical Nutrition - Dietetics
21	Rheumatology	2	Pharmacy
22	Urology	3	Physiotherapy
23	Preventive Health	4	Nursing

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	Screening Clinic		
24	Obstetrics & Gynecology	5	CSSD and Central Wash Area
25	Ophthalmology (OPD)		
26	Psychiatry (OPD)		
S.No	Non Clinical Services		
1	Front Office		
2	Billing		
3	Bio-Medical		
4	Human Resource Management		
5	Information technology		
6	Maintenance		
7	Medical Records		
8	Stores		

The following are the services which are not available in Apollo Hospitals, Secunderabad.

S.No	Clinical Services
1	Obstetrics & Gynecology(High Risk Pregnancy cases)
2	Neonatology
3	Burns
4	Medical & Surgical Oncology
5	Infectious Diseases

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6	Dental
7	Ophthalmology (IP)
8	Psychiatry (IP)

6. PROCEDURE

6.1. The services provided by Apollo Hospital, Secunderabad are defined and are in consonance with the needs of the community.

6.2. The defined services are displayed prominently in English and Telugu in an area visible to patients and family members while entering respective facilities/ areas.


6.3. Manager - Operations is responsible to identify the requirement of signage boards, to provide the same and rectify in case of any damage.

6.4. Tariff of room and other basic services of hospital are displayed at the area near to the billing department.

6.5. The staff of Help desk, Admission Counter, Cash and Credit Billing, Outpatient department, Diagnostics and Casualty are trained on this policy during the following conditions,

- Joining of New staff
- Changes/ Update of tariff / services/ policy.

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- If identified, any lack of awareness of staff through observation/complaints.

6.6. The relevant staff is oriented on the services provided by the hospital either by in-service training program or by reading this document, as appropriate.

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